

**Appendix Two – the number of PC.01 complaints made by individuals in prison between 2016/17 and 2020/21, broken down by financial year and complaint category.**

<b>Complaint Category</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21(to 31 Mar)</b>
COMMUNICATIONS	531	674	800	977	719
FOOD SERVICES	353	332	373	430	331
HEALTH SERVICES	1260	1265	1357	1636	1170
MISCONDUCT	113	218	184	146	87
OIA/PRIVACY ACT/GENERAL REQUESTS FOR INFORMATION	171	-	-	-	-
OTHER	1319	1565	1560	1682	1384
PERSONAL AND OFFICIAL VISITORS	342	224	200	260	152
PRISON CONDITIONS	324	423	588	511	423
PRISON WORK AND PAY	173	228	258	236	168
PRISONER DISCIPLINE AND MISCONDUCT	155	-	-	-	-
PRISONER MANAGEMENT	183	354	419	466	403
PRISONER PROPERTY	1659	1950	2226	2351	1674
PRISONER REQUESTS	573	739	707	760	690
PRISONER WELFARE	291	436	481	649	549
RECREATION, EXERCISE AND SPORT	42	71	101	100	100
REQUEST FOR INFORMATION	1322	-	-	-	-

SECURITY CLASSIFICATION	362	488	462	410	368
SENTENCE MANAGEMENT	349	353	312	299	221
STAFF CONDUCT AND ATTITUDE	797	952	968	1248	1040
TEMPORARY RELEASE AND TEMPORARY REMOVAL	22	22	18	29	17
TRANSFERS & MOVEMENTS	441	460	466	377	386
USE OF FORCE	12	-	-	-	-
<b>Total</b>	<b>10794</b>	<b>10754</b>	<b>11480</b>	<b>12567</b>	<b>9882</b>